



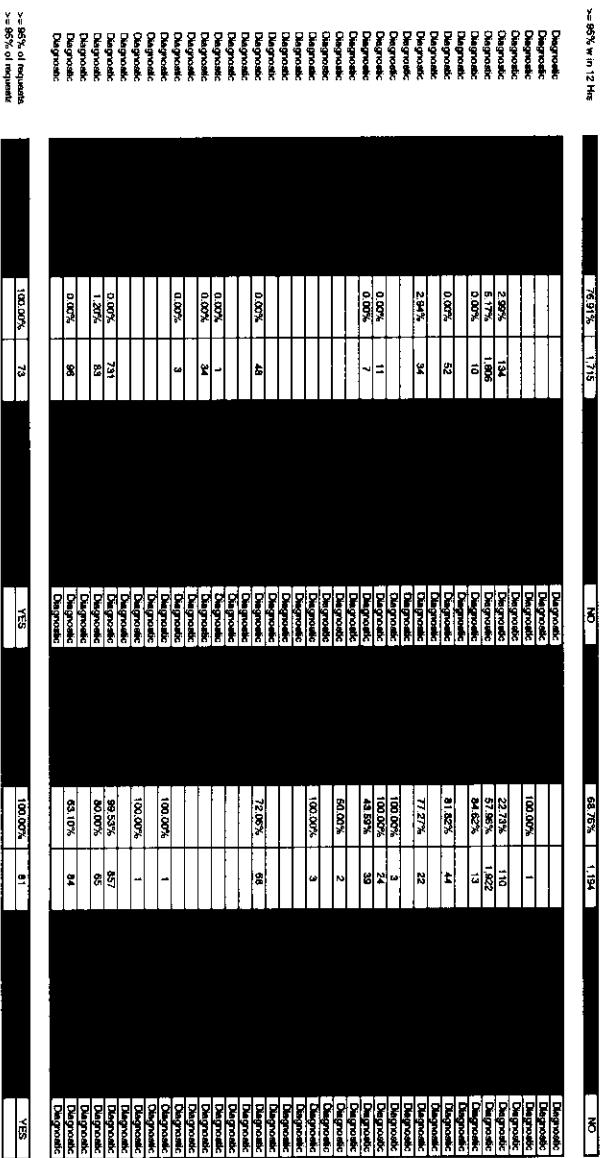
**BellSouth Monthly Performance Summary**  
*Louisiana, February 2002 - October 2001*

January Data

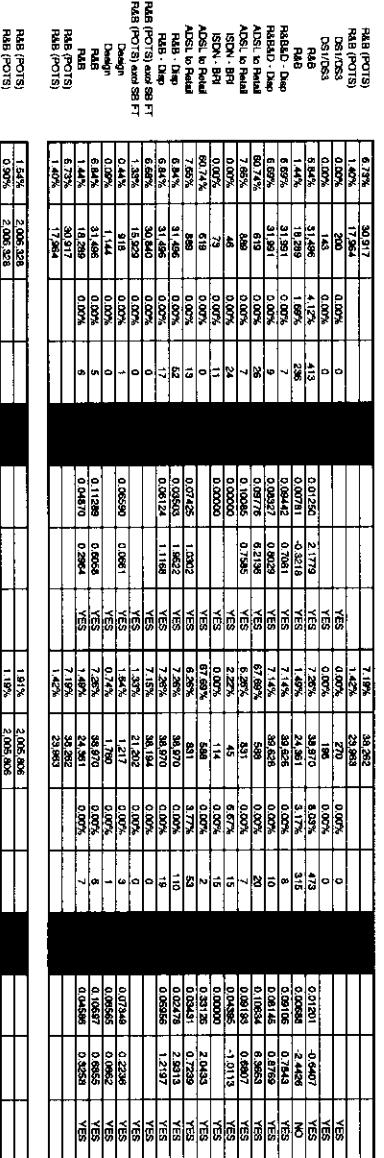


BellSouth Monthly Performance Summary

8.2.31



B.3.1.1	<b>Mar-1</b>	Swine Porcine Reproductive	Influenza
B.3.1.2	<b>Mar-1</b>	Swine Porcine Reproductive	Influenza
B.3.1.2.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.2.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.3	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.3.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.3.3	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.3.4	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.4	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.4.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.4.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.4.3	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.4.4	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.5	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.5.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.5.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.6	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.6.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.6.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.7	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.7.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.7.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.8	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.8.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.8.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.9	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.9.1	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.9.2	<b>Mar-1</b>	Local Influenza	Non-Reportable (%)
B.3.1.10	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.10.1	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.10.2	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.11	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.11.1	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.11.2	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.12	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.12.1	<b>Mar-1</b>	Other Non-Specific	Influenza
B.3.1.12.2	<b>Mar-1</b>	Other Non-Specific	Influenza
<b>Comments:</b> <i>Provide Any Details</i>			
B.3.2.1	<b>Mar-2</b>	Swine Porcine Reproductive	Influenza
B.3.2.1.1	<b>Mar-2</b>	Swine Porcine Reproductive	Influenza
B.3.2.1.2	<b>Mar-2</b>	Swine Porcine Reproductive	Influenza





## Louisiana, February 2002 - October 2007

February Data

January Date

Benchmark/ Analog									
BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	Maturity
DS1/TES	1.77%	11,313	0.00%	83	0.01380	1,0099	YES	2.4%	11,076
DS1/TES	1.20%	11,313	0.00%	83	0.00505	1,0095	YES	1.7%	11,076
RAB	1.4%	2,182,716	0.15%	36,085	0.00046	4,0001	YES	1.1%	2,184,566
RABAD	1.42%	2,182,716	0.15%	36,085	0.00046	4,0001	YES	1.1%	2,184,566
RABAD-Drop	1.42%	2,416,266	0.15%	2,285	0.00749	3,8237	NO	1.6%	2,419,985
RABAD-Drop	1.42%	2,416,266	0.15%	2,285	0.00749	3,8237	NO	1.6%	2,419,985
RABAL	1.00%	55,051	0.00%	2,982	0.00191	5,6334	YES	1.0%	55,145
ADSL to Frame	1.51%	55,051	0.00%	2,982	0.00231	5,6334	YES	0.8%	55,145
ISDN-BRI	0.40%	10,014	0.00%	1,483	0.00191	6,3496	NO	1.0%	10,044
ISDN-BRI	0.78%	10,014	0.00%	1,483	0.00241	6,3492	YES	1.4%	10,044
ADSL to Frame	1.00%	55,051	0.00%	2,982	0.00241	5,6334	YES	1.0%	55,145
ADSL to Frame	1.51%	55,051	0.00%	2,982	0.00314	6,3492	YES	0.8%	55,145
RAB	1.4%	2,182,716	0.15%	36,085	0.00314	4,0001	YES	1.0%	2,184,566
RAB - Drop	1.4%	2,182,716	0.15%	36,085	0.00314	4,0001	YES	1.0%	2,184,566
RAB (POTSI) non SSB FT	1.4%	2,182,716	0.15%	36,085	0.00314	4,0001	YES	1.0%	2,184,566
RAB (POTSI) non SSB FT	1.4%	2,182,716	0.15%	36,085	0.00314	4,0001	YES	1.0%	2,184,566
RAB (POTSI) non SSB FT	1.4%	2,182,716	0.15%	36,085	0.00314	4,0001	YES	1.0%	2,184,566
RAB (POTSI)	0.50%	2,085,329	0.00%	35,581	0.00026	3,9827	NO	1.2%	2,085,329
RAB (POTSI)	0.50%	2,085,329	0.00%	35,581	0.00026	3,9827	NO	1.2%	2,085,329

Performance Averages									
Duration									
BST-3	Start	End	Duration	Mean	Std Dev	Min	Max	Median	Count
8.3.1.1	RAB (POTSI)	21.51	30.917	26,405	2.844	23,362	32,502	27,794	1
8.3.1.2	RAB (POTSI)	7.07	19,884	0.00%	18,186	0.00%	0	0	1
8.3.2.1	RAB	3.68	200	0.00%	0	2,405	0.00%	YES	5.56
8.3.2.2	RAB	1.51	143	0.00%	2,005	0.00%	0	0	2,537
8.3.3.1	RAB	21.16	31,986	15,811	4,13	5,5935	YES	24,45	30,917
8.3.3.2	RAB	19,299	4,03	2,826	13,122	0.00865	4,592	315	22,212
8.3.3.3	RAB	20,07	31,981	4,03	2,826	26,180	9,89819	21,111	31,981
8.3.3.4.1	RAB	20,07	31,981	2,24	9	13,036	0.00506	2,076	16,693
8.3.3.5.1	RAB	77,720	7,21	886	7,76	16,484	0.00628	1,928	10,7063
8.3.3.6.1	RAB	4,72	48	5,03	2,34	3,259	0.02063	4,928	8,402
8.3.3.7.2	RAB	7,720	7,3	170	1,309	0.07280	5,320	114	5,380
8.3.3.8.1	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.9.1	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.10.1	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.11.1	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.1	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.2	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.3	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.4	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.5	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.6	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.7	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.8	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.9	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.10	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.11	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.12	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.13	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.14	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.15	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.16	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.17	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.18	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.19	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.20	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.21	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.22	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.23	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.24	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.25	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.26	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.27	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.28	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.29	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.30	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.31	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.32	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.33	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.34	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.35	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.36	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.37	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.38	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.39	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.40	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.41	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.42	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.43	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.44	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.45	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.46	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.47	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.48	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.49	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.50	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.51	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.52	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.53	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.54	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.55	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.56	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.57	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.58	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.59	RAB	21,16	31,981	4,28	3,096	19,484	0.00865	2,076	16,693
8.3.3.12.60	RAB								



## BellSouth Monthly Performance Summary Divisions February 2002 - October 2001

B.S.5.7.1	MEG-1	MEG-1
B.S.5.7.2	MEG-1	MEG-1
B.S.5.8.1	MEG-1	MEG-1
B.S.5.8.2	MEG-1	MEG-1
B.S.5.9.1	MEG-1	MEG-1
B.S.5.9.2	MEG-1	MEG-1
B.S.6.10.1	MEG-1	MEG-1
B.S.6.10.2	MEG-1	MEG-1
B.S.6.11.1	MEG-1	MEG-1
B.S.6.11.2	MEG-1	MEG-1
B.S.6.12.1	MEG-1	MEG-1
B.S.6.12.2	MEG-1	MEG-1

Unnumbered Network Elements - SWING	
B-4.1	Antenna Accuracy
B-4.2	Mean Time to Deliver Broadcast - GPRS B2 - BroadcastSuccessRate

નુદીનાના નાનાના - બિલ્ડિંગ

10/10/2001  
LA883107



December Data										November Data										October Data									
BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure				
B.3.1.1	33.09	40.459	0.00	0	33.554		YES	20.40	31.557	0.00	0	24.215		YES	26.16	44.302	23.45	3	0.1685	YES									
B.3.1.2	14.32	21.80	0.00	0	23.423		YES	8.33	17.693	0.00	0	16.339		YES	10.49	23.656	24.22	1	-0.7533	YES									
B.3.1.3	15.84	37.1	0.00	4	17.988		YES	5.32	1.382	0.00	2	0	59.945		YES	5.15	1.344	4.02	5	0.3431	YES								
B.3.1.4	9.47	1.419	0.00	2	4.169		YES	6.20	1.368	0.00	0	0	59.292		YES	2.80	1.477	4.911	3	-0.6180	YES								
B.3.1.5	32.85	41.134	0.00	4	33.561		YES	20.29	32.162	0.00	9	24.174		YES	25.97	45.240	19.33	19	1.1789	YES									
B.3.1.6	13.32	23.387	0.00	3	22.841		YES	9.83	20.219	0.00	6	19.237		YES	9.87	21.861	2.1691	747	6	0.3430	YES								
B.3.1.7	33.07	40.528	0.00	3	32.541		YES	20.41	31.042	0.00	2	24.242		YES	26.17	44.457	26.652	9.55											
B.3.1.8	13.46	23.457	0.00	0				19.51%	31.002	0.00						20.84%	44.457												
B.3.4.1	18.76%	40.529	0.00	0				18.15%	20.445	0.00%	2	24.243		YES	41.80%	20.445	2.111	0.00%	2	1.1947	YES								
B.3.4.2	16.85%	23.457	0.00	0				16.30%	18.152	0.00%	1	0.43112	0.5680	YES	36.26%	0.43112	0.42268	0.752	0.00%	1	0.5920	YES							
B.3.4.3	24.49%	1.95	0.00%	1	0.0340		YES	36.26%	0.43112	0.42268	0.752	0.00%	1	0.42594	0.5752	YES	32.76%	2.44	0.00%	1	0.5920	YES							
B.3.4.4	18.67%	41.134	0.00	4	40.5		YES	16.54%	1.09110	0.00%	0	0.03194	0.10911	YES	16.30%	32.052	18.39%	2.234	0.00%	1	2.0861	YES							
B.3.4.5	18.80%	23.187	0.00	3	26.34		YES	16.76%	3.01568	0.00%	0	0.03194	0.05119	YES	16.05%	30.813	12.18%	27.9	0.00%	1	0.02213	1.47485							
B.3.4.6	18.80%	41.000	0.00	3	58.85%		YES	16.76%	3.01568	0.00%	0	0.03194	0.23339	NO	16.05%	32.737	9.33%	9	0.00%	1	0.3240	1.0385							
B.3.4.7	18.80%	41.000	0.00	3	14.28%		YES	16.76%	0.14684	0.00%	0	0.03194	0.30365	YES	16.05%	32.437	3.33%	3	0.00%	1	0.29890	0.19719							
B.3.4.8	18.80%	5.56	0.00	7	11		YES	16.76%	0.14684	0.00%	0	0.03194	0.27121	YES	16.05%	32.137	2.00%	20	0.00%	1	0.11061	1.54710							
B.3.4.9	18.80%	8.04	0.00	7	22.2%		YES	16.76%	0.14684	0.00%	0	0.03194	0.62226	YES	16.05%	32.116	9.14%	5	0.00%	1	0.22204	1.94114							
B.3.4.10	31.61%	41.134	0.00	7	20		YES	20.57%	0.14684	0.00%	0	0.03194	0.78726	YES	16.05%	32.052	18.39%	20	0.00%	1	0.13273	2.08612							
B.3.4.11	38.84%	7.6	0.00	6	10.0%		YES	20.57%	0.14684	0.00%	0	0.03194	0.78726	YES	16.05%	32.052	18.39%	15	0.00%	1	0.3000	1.10297							
B.3.4.12	38.84%	5.56	0.00	6	25.5%		YES	20.57%	0.14684	0.00%	0	0.03194	0.98246	YES	16.05%	32.145	9.14%	0	0.00%	1	0.11195	1.61185							
B.3.4.13	40.15%	41.134	0.00	12	15		YES	20.57%	0.14684	0.00%	0	0.03194	1.58581	YES	16.05%	32.145	9.14%	20	0.00%	1	0.04242	2.14242							
B.3.4.14	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.15	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.16	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.17	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.18	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.19	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.20	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.21	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.4.22	18.87%	18.87%	0.00	12	4.134		YES	19.38%	0.08015	0.00%	0	0.03194	1.58581	YES	19.38%	2.192	2.14242	0.04245	0.00%	1	0.10219	4.01457							
B.3.5.1	40.45%	25.366	0.00	0				21.05%	20.532	0.00						27.45%	20.462												
B.3.5.2	26.20%	8.58	0.00	0				19.17%	2.037	0.00	2	0.03000	0.14684	YES	17.07%	8.511	0.00%	2	0.00%	1	0.5920	YES							
B.3.5.3	31.21	21.8	0.00	0				19.17%	2.037	0.00	2	0.03000	0.14684	YES	17.07%	8.511	0.00%	2	0.00%	1	0.5920	YES							
B.3.5.4	30.00%	1.95	0.00	1				19.17%	2.037	0.00	2	0.03000	0.14684	YES	17.07%	8.511	0.00%	2	0.00%	1	0.5920	YES							
B.3.5.5	40.10%	1.95	0.00	1				19.17%	2.037	0.00	2	0.03000	0.14684	YES	17.07%	8.511	0.00%	2	0.00%	1	0.5920	YES							
B.3.5.6	40.15%	26.425	0.00	18.18%	2.035		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.7	32.49%	1.95	0.00	18.18%	2.035		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.8	32.49%	1.95	0.00	18.18%	2.035		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.9	32.49%	1.95	0.00	18.18%	2.035		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.10	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.11	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.12	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.13	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.14	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						
B.3.5.15	2.15%	4.134	0.00	20	7		YES	19.17%	0.03014	7.52591	0.00%	0	0.03039	0.14684	YES	17.07%	2.035	22.005	17.45%	1	0.00%	1	0.23449						

**BellSouth Monthly Performance Summary**  
**Louisiana, February 2002 - October 2007**

		Benchmark / Rating		February Data						January Data					
		BST	RST	CLEC	Standard	Standard	Error	BST	BST	CLEC	Standard	Standard	Error	BST	BST
		Measure	Volume	Measure	Volume	Deviation	Zscore	Equity	Measure	Volume	Deviation	Zscore	Equity	Measure	Volume
<b>Local Interconnection Trunks - Ordering</b>															
C.1.1	% Rejected Service Requests														
C.1.1	[C-1] Local Interconnection Trunks(%)	Diagnostic													
C.1.2	Order Interv.														
C.1.2	[C-2] Local Interconnection Trunks(%)	> 85% w/in 1 day													
C.1.3	FOC Timeliness														
C.1.3	[C-3] Local Interconnection Trunks(%)	> 85% > 10 days													
C.1.4	FOC & Relat Response														
C.1.4	[C-4] Local Interconnection Trunks(%)	> 85%													
C.1.5	FOC & Relat Response Completeness (Multiple Responses)														
C.1.5	[C-5] Local Interconnection Trunks(%)	> 95%													
<b>Local Interconnection Trunks - Provisioning</b>															
C.2.1	Order Completion Interval														
C.2.1	[F-1] Local Interconnection Trunks(Avg Days)	Partly w/ Retail													
C.2.2	Field Criteria														
C.2.2	[F-2] Local Interconnection Trunks(Avg Days)	Partly w/ Retail	0.00	0	0.00	0			YES	0	0.00	0			
C.2.3	% Discrepancies														
C.2.3	[F-3] Local Interconnection Trunks(Avg %)	Partly w/ Retail	0.00%	24	0.00%	5			YES	0.00%	56	0.00%	3		
C.2.4	Average Accepted Node Retain														
C.2.4	[F-4] Local Interconnection Trunks(Avg Hours)	Partly w/ Retail	95% > 48 hrs												
C.2.5	% Missing End-to-end Assignments Trunks(%)														
C.2.5	[F-5] Local Interconnection Trunks(Avg %)	Partly w/ Retail	0.00%	21	0.00%	5			YES	0.00%	49	0.00%	3		
C.2.6	% Provisioning Troubles within 30 Days														
C.2.6	[F-6] Local Interconnection Trunks(Avg %)	Partly w/ Retail	0.30%	1,856	0.85%	120			YES	0.47%	1,056	0.00%	50		
C.2.7	Average Connection Nodes Retained														
C.2.7	[F-7] Local Interconnection Trunks(Avg Hours)	Partly w/ Retail	2.15	21	35.30	5			YES	30.07	37	3.72	3		
C.2.8	Total Service Order Cycle Time														
C.2.8	[F-8] Local Interconnection Trunks(Avg hrs)	Diagnostic	16.67	3											
C.2.9	Total Service Center Cycle Time (offered)														
C.2.9	[F-9] Local Interconnection Trunks(Avg hrs)	Diagnostic	14.00	1											
C.2.10	Customer Response Time (Avg hrs)														
C.2.10	[F-10] Local Interconnection Trunks(Avg hrs)	Diagnostic	0.00%	4											
C.2.11	Service Order Accuracy														
C.2.11	[F-11] Local Interconnection Trunks(%)	Partly w/ Retail	100.00%	59											
C.2.11	Local Interconnection Trunks(%) to calculate Dispatch(%)														
C.2.11	[F-12] Local Interconnection Trunks(%) to calculate Dispatch(%)	Partly w/ Retail	100.00%	21											
C.2.11	Local Interconnection Trunks(%) to consider Non-Dispatch(%)														
C.2.11	[F-13] Local Interconnection Trunks(%) to consider Non-Dispatch(%)	Partly w/ Retail	100.00%	5											
<b>Local Interconnection Trunks - Maintenance and Repair</b>															
C.3.1	Number of Trunks														
C.3.1	[M-1] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	1	0.00%	0			YES	0.00%	0	0.00%	2		
C.3.1	Customer Trunks Reportable														
C.3.1	[M-2] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	142,670	0.00%	24,257			YES	0.00%	141,708	0.01%	24,311		
C.3.2	Abandonment New Sign On Duration														
C.3.2	[M-3] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	2.00	1	0.00	0			YES	0.00	0	1.30	2		
C.3.2	Abandonment New Sign On Duration														
C.3.2	[M-4] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	36	2.00	2			YES	0.00%	36	4.27	4		
C.3.3	% Repairable Trunks within 30 Days														
C.3.3	[M-5] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	30	0.00%	2			YES	0.00%	0	0.00%	2		
C.3.4	Off or Service > 24 hours														
C.3.4	[M-6] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	1	0.00%	0			YES	0.00%	0	0.00%	1		
C.3.5	Off or Service > 48 hours														
C.3.5	[M-7] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	30	0.00%	2			YES	0.00%	36	7.37%	4		
C.3.5	Off or Service > 72 hours														
C.3.5	[M-8] Local Interconnection Trunks(Deployed)(%)	Partly w/ Retail	0.00%	30	0.00%	2			YES	0.00%	36	0.00%	4		
<b>Local Interconnection Trunks - Billing</b>															
C.4.1	Invoice Accuracy														
C.4.1	[E-1] LAGs	Partly w/ State	90.15%	\$170,300,560	98.86%	\$1,511,553			NO	98.80%	\$176,255,328	98.70%	\$1,523,450		
C.4.2	Main Time to Other Procs - CABS														
C.4.2	E-2 Report/Calendar/day	Partly w/ Region	4.73	1	4.13	5.057				YES	5.34	1	4.95	4.800	
<b>LOCAL INTERCONNECTION TRUNKS - TRUNK BLOCKING</b>															
C.4.3	Trunk Group Performance - Average														
C.4.3	[G-1] LA	Partly w/ Region	>0.5% diff 2 connect. hrs												

BST Measure	BST Volume	December Data					November Data					October Data													
		CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	ZScore	BST Measure	BST Volume	CLEC Measure	CLEC Volume	ZScore	Equity							
C.1.1		76.92%	13				Diagnostic		84.67%	45			Diagnostic		41.87%	12		Diagnostic							
C.1.2		100.00%	10				YES		83.33%	30			YES		100.00%	5		YES							
C.1.3		100.00%	18				YES		97.73%	44			YES		94.40%	18		NO							
C.1.4		84.81%	13				NO		100.00%	49			YES		100.00%	11		YES							
C.1.5																									
C.2.1		29	18.00	1	15.448	16.09845	0.21112	YES	30.39	41	38.40	5	13.847	0.46811	1.2380	YES	24.07	15	7.00	1	1.1810	YES			
C.2.2		0.00	0	0.00	0			YES	0.00	0	0.00	0			YES	0.00	0	0.00	0		YES				
C.2.3		0.00%	26	0.00%	3		0.00000		YES	0.00%	48	0.00%	4	0.00000		YES	0.00%	15	0.00%	2		YES			
C.2.4																									
C.2.5		0.00%	29	0.00%	2		0.00000		YES	0.00%	41	0.00%	5	0.00000		YES	0.00%	15	0.00%	2		YES			
C.2.6		1.72%	1,1920	0.00%	56		0.01762	0.0755	YES	0.00%	919	0.00%	120	0.00000		YES	0.00%	400	0.00%	48		YES			
C.2.7		99.91	27	0.02	2		19.815	100.26202	0.2926	YES	42.21		28	0.02	4	92.925	49.00220	0.8714	YES	10.51	11	0.02	1	0.3328	YES
C.2.8																									
C.2.9																									
C.2.10.1		100.00%	1				Suppose		100.00%	5			Suppose		100.00%	5		Suppose							
C.2.10.2							Opposite						Opposite												
C.3.1																									
C.3.1.1		100.00%	43				YES		100.00%	53			YES		100.00%	28		YES							
C.3.1.2		100.00%	1				YES		100.00%	1			NO		100.00%	24		YES							
C.3.1.3		100.00%	8				YES		100.00%	3			YES		98.15%	26		YES							
C.3.1.4																									
C.3.1.5																									
C.3.1.6																									
C.3.1.7																									
C.3.1.8																									
C.3.1.9																									
C.3.1.10																									
C.3.1.11		0.00%	2	0.00%	1		0.00000	0.01198	YES	0.00%	3	0.00%	0	0.00000	0.01198	YES	0.00%	1	0.00%	2		YES			
C.3.1.12		10.20%	98	0.00%	8		0.00000	0.01198	YES	4.4%	48	0.00%	1	0.00000	0.01198	YES	0.00%	53	0.00%	2		YES			
C.3.2																									
C.3.2.1		0.00%	138.147	0.00%	24.737		0.00003	-0.9878	YES	0.00%	134.338	0.00%	25.144	0.00003	0.8677	YES	0.00%	121.091	0.01%	25.768	-3.5161	NO			
C.3.2.2		0.07%	138.147	0.07%	24.737		0.00018	2.0861	YES	0.05%	134.338	0.00%	25.144	0.00015	3.0170	YES	0.04%	121.091	0.00%	25.768	-3.0905	NO			
C.3.3.1		2.00		5.53	1		0.000	0.08533	-4.9711	NO	10.97	3	0.00	0	10.962	13.51751	0.0598	YES	7.12		10.95	2		NO	
C.3.3.2		98		2.96	8		0.000	0.08533	-4.9711	YES	3.69	86	0.00	0	13.418	13.51751	0.0598	YES	7.12		10.95	2		NO	
C.3.4.1		50.00%	2	0.00%	1		0.61207	0.0195	YES	0.00%	3	0.00%	0	0.23202	0.02482	YES	0.00%	1	0.00%	2		YES			
C.3.4.2		14.89%	98	0.00%	8		0.12857	-1.8542	NO	5.89%	88	0.00%	1	0.23202	0.02482	YES	3.77%	53	0.00%	0		YES			
C.3.5.1		0.00%	2	0.00%	1		0.00000	0.11198	YES	0.00%	3	0.00%	0	0.20008	0.2153	YES	0.00%	1	0.00%	2		YES			
C.3.5.2		10.20%	98	0.00%	8		0.00000	0.11198	YES	4.4%	88	0.00%	1	0.20008	0.2153	YES	0.00%	53	0.00%	0		YES			
C.4.1		98.09%	\$174,919.675	98.22%	\$1,560,346		0.00008	18.048	YES	98.71%	\$1,635,218	98.41%	\$1,580,763	0.00013	-225.1985	YES	98.21%	\$178,643,542	98.31%	\$1,474,439	-121.332	NO			
C.4.2		4.85	1	4.87	4.372				NO	5.98	1	4.81	4.082		YES	4.87	1	4.56	3.684		YES				

December Data												November Data												October Data											
BST Measures	BST Volume	CLEC Measures	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity												
	0						YES		0								0																		

**BellSouth Monthly Performance Summary**  
*Louisiana, February 2002–October 2001*

10/10/2001  
LAGEO 107

November Data								October Data							
BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	ZScore	Equity		
D.1.1.1		100.00%					YES			100.00%				YES	
D.1.1.2		100.00%					YES			100.00%				YES	
D.1.1.3		99.92%					YES			99.88%				YES	
D.1.1.4		100.00%					YES			99.95%				YES	
D.1.1.5															
D.1.1.6		100.00%					YES			99.98%				YES	
D.1.1.7		99.98%					YES			99.97%				YES	
D.1.1.8		100.00%					YES			100.00%				YES	
D.1.2.1		99.99%					YES			99.98%				YES	
D.1.2.2		99.99%					YES			99.98%				YES	
D.1.2.3		99.98%					YES			99.98%				YES	
D.1.2.4		99.99%					YES			99.99%				YES	
D.1.2.5		99.99%					YES			99.98%				YES	
D.1.2.6		99.99%					YES			99.98%				YES	
D.1.2.7		100.00%					YES			100.00%				YES	
D.1.2.8		100.00%					YES			100.00%				YES	
D.1.2.9		100.00%					YES			100.00%				YES	
D.1.2.10		99.99%					YES			100.00%				YES	
D.1.2.11		100.00%					YES			100.00%				YES	
D.1.3.1.1	3.06	2,788,670	1.41	340,259			YES	3.07	3,242,632	1.48	377,756			YES	
D.1.3.1.2	3.31	6,413	1.41	340,259			YES	3.14	4,525	1.48	377,756			YES	
D.1.3.2.1	3.18	8,259,421	1.26	222,420			YES	3.21	9,469,095	1.37	250,778			YES	
D.1.3.2.2	4.86	749,470	1.26	222,420			YES	4.96	509,554	1.37	250,778			YES	
D.1.3.3.1	3.16	821,942	1.13	85,216			YES	3.30	937,185	1.05	95,924			YES	
D.1.3.3.2	2.74	243,059	1.13	85,216			YES	2.70	178,644	1.05	95,924			YES	
D.1.3.4.1	2.79	1,488,382	0.59	1,232			YES	2.92	1,740,226	0.69	2,026			YES	
D.1.3.4.2	2.68	296,523	0.59	1,232			YES	2.62	209,174	0.69	2,026			YES	
D.1.3.5.1	10.10	4,803,641	1.42	1,176,815			YES	3.68	5,154,749	1.48	1,291,197			YES	
D.1.3.5.2	3.29	536,898	1.42	1,176,815			YES	3.25	355,048	1.48	1,291,197			YES	
D.1.3.6.1	4.74	10,143,203	6.33	47,940			NO	4.89	11,479,423	0.93	49,894			YES	
D.1.3.6.2	5.53	643,081	6.33	47,940			NO	4.43	440,381	0.93	49,894			YES	
D.1.3.7.1	4.74	10,143,203	0.10	96,782			YES	4.89	11,479,423	0.04	100,083			YES	
D.1.3.7.2	5.53	643,081	0.10	96,782			YES	4.43	440,381	0.04	100,083			YES	
D.1.4.1.1	3.06	2,788,670	1.68	193,263			YES	3.07	3,242,632	1.65	229,679			YES	
D.1.4.1.2	3.31	6,413	1.68	193,263			YES	3.14	4,525	1.65	229,679			YES	
D.1.4.2.1	3.18	8,259,421	1.72	44,039			YES	3.21	9,469,095	1.81	45,390			YES	
D.1.4.2.2	4.86	749,470	1.72	44,039			YES	4.96	509,554	1.81	45,390			YES	

**BellSouth Monthly Performance Summary**  
*Louisiana, February 2002–October 2007*

Average Response Time (ms) > 10 Seconds									
<b>D.2.4.9</b>									
OSS-4	PingRoundTrip(0)								
D.2.4.10	OSS-4	SOCSRoundTrip(0)							
D.2.4.11	OSS-4	NWTRoundTrip(0)							
<b>D.2.5.1</b>									
OSS-4	CHSRoundTrip(0)								
D.2.5.2	OSS-4	DLTRoundTrip(0)							
D.2.5.3	OSS-4	ULTRoundTrip(0)							
D.2.5.4	OSS-4	LMTRoundTrip(0)							
D.2.5.5	OSS-4	LMCSRoundTrip(0)							
D.2.5.6	OSS-4	RTMRoundTrip(0)							
D.2.5.7	OSS-4	RTCSRoundTrip(0)							
D.2.5.8	OSS-4	MCRRoundTrip(0)							
D.2.5.9	OSS-4	MCNSRoundTrip(0)							
D.2.5.10	OSS-4	RTPRoundTrip(0)							
D.2.5.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.6.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.6.2	OSS-4	RTCRoundTrip(0)							
D.2.6.3	OSS-4	RTNRoundTrip(0)							
D.2.6.4	OSS-4	RTSRoundTrip(0)							
D.2.6.5	OSS-4	RTGRoundTrip(0)							
D.2.6.6	OSS-4	RTBRoundTrip(0)							
D.2.6.7	OSS-4	RTMRoundTrip(0)							
D.2.6.8	OSS-4	RTCRoundTrip(0)							
D.2.6.9	OSS-4	RTGRoundTrip(0)							
D.2.6.10	OSS-4	RTPRoundTrip(0)							
D.2.6.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.7.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.7.2	OSS-4	RTCRoundTrip(0)							
D.2.7.3	OSS-4	RTNRoundTrip(0)							
D.2.7.4	OSS-4	RTSRoundTrip(0)							
D.2.7.5	OSS-4	RTGRoundTrip(0)							
D.2.7.6	OSS-4	RTBRoundTrip(0)							
D.2.7.7	OSS-4	RTMRoundTrip(0)							
D.2.7.8	OSS-4	RTCRoundTrip(0)							
D.2.7.9	OSS-4	RTGRoundTrip(0)							
D.2.7.10	OSS-4	RTPRoundTrip(0)							
D.2.7.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.8.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.8.2	OSS-4	RTCRoundTrip(0)							
D.2.8.3	OSS-4	RTNRoundTrip(0)							
D.2.8.4	OSS-4	RTSRoundTrip(0)							
D.2.8.5	OSS-4	RTGRoundTrip(0)							
D.2.8.6	OSS-4	RTBRoundTrip(0)							
D.2.8.7	OSS-4	RTMRoundTrip(0)							
D.2.8.8	OSS-4	RTCRoundTrip(0)							
D.2.8.9	OSS-4	RTGRoundTrip(0)							
D.2.8.10	OSS-4	RTPRoundTrip(0)							
D.2.8.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.9.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.9.2	OSS-4	RTCRoundTrip(0)							
D.2.9.3	OSS-4	RTNRoundTrip(0)							
D.2.9.4	OSS-4	RTSRoundTrip(0)							
D.2.9.5	OSS-4	RTGRoundTrip(0)							
D.2.9.6	OSS-4	RTBRoundTrip(0)							
D.2.9.7	OSS-4	RTMRoundTrip(0)							
D.2.9.8	OSS-4	RTCRoundTrip(0)							
D.2.9.9	OSS-4	RTGRoundTrip(0)							
D.2.9.10	OSS-4	RTPRoundTrip(0)							
D.2.9.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.10.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.10.2	OSS-4	RTCRoundTrip(0)							
D.2.10.3	OSS-4	RTNRoundTrip(0)							
D.2.10.4	OSS-4	RTSRoundTrip(0)							
D.2.10.5	OSS-4	RTGRoundTrip(0)							
D.2.10.6	OSS-4	RTBRoundTrip(0)							
D.2.10.7	OSS-4	RTMRoundTrip(0)							
D.2.10.8	OSS-4	RTCRoundTrip(0)							
D.2.10.9	OSS-4	RTGRoundTrip(0)							
D.2.10.10	OSS-4	RTPRoundTrip(0)							
D.2.10.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.11.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.11.2	OSS-4	RTCRoundTrip(0)							
D.2.11.3	OSS-4	RTNRoundTrip(0)							
D.2.11.4	OSS-4	RTSRoundTrip(0)							
D.2.11.5	OSS-4	RTGRoundTrip(0)							
D.2.11.6	OSS-4	RTBRoundTrip(0)							
D.2.11.7	OSS-4	RTMRoundTrip(0)							
D.2.11.8	OSS-4	RTCRoundTrip(0)							
D.2.11.9	OSS-4	RTGRoundTrip(0)							
D.2.11.10	OSS-4	RTPRoundTrip(0)							
D.2.11.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.12.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.12.2	OSS-4	RTCRoundTrip(0)							
D.2.12.3	OSS-4	RTNRoundTrip(0)							
D.2.12.4	OSS-4	RTSRoundTrip(0)							
D.2.12.5	OSS-4	RTGRoundTrip(0)							
D.2.12.6	OSS-4	RTBRoundTrip(0)							
D.2.12.7	OSS-4	RTMRoundTrip(0)							
D.2.12.8	OSS-4	RTCRoundTrip(0)							
D.2.12.9	OSS-4	RTGRoundTrip(0)							
D.2.12.10	OSS-4	RTPRoundTrip(0)							
D.2.12.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.13.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.13.2	OSS-4	RTCRoundTrip(0)							
D.2.13.3	OSS-4	RTNRoundTrip(0)							
D.2.13.4	OSS-4	RTSRoundTrip(0)							
D.2.13.5	OSS-4	RTGRoundTrip(0)							
D.2.13.6	OSS-4	RTBRoundTrip(0)							
D.2.13.7	OSS-4	RTMRoundTrip(0)							
D.2.13.8	OSS-4	RTCRoundTrip(0)							
D.2.13.9	OSS-4	RTGRoundTrip(0)							
D.2.13.10	OSS-4	RTPRoundTrip(0)							
D.2.13.11	OSS-4	NWTRoundTrip(0)							

Ping w Round Trip > 10 Seconds									
<b>D.2.14.1</b>									
OSS-4	RTPRoundTrip(0)								
D.2.14.2	OSS-4	RTCRoundTrip(0)							
D.2.14.3	OSS-4	RTNRoundTrip(0)							
D.2.14.4	OSS-4	RTSRoundTrip(0)	</td						

November Data							October Data							
BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	ZScore	Equity	
D.1.4.3.1						Diagnostic							Diagnostic	
D.1.4.3.2						Diagnostic							Diagnostic	
D.1.4.4.1						Diagnostic			0.99	2			Diagnostic	
D.1.4.4.2						Diagnostic			0.99	2			Diagnostic	
D.1.4.5.1	3.16	821,942	1.96	6,798		YES	3.30	937,185	1.95	5,672			YES	
D.1.4.5.2	2.74	243,059	1.96	6,798		YES	2.70	178,644	1.95	5,672			YES	
D.1.4.6.1	2.79	1,488,382	2.65	253,701		YES	2.92	1,740,226	2.05	79,727			YES	
D.1.4.6.2	2.68	296,523	2.65	253,701		YES	2.62	209,174	2.05	79,727			YES	
D.1.4.7.1	10.10	4,803,641	2.16	167,141		YES	3.68	5,154,749	2.46	160,872			YES	
D.1.4.7.2	3.29	536,898	2.16	167,141		YES	3.25	355,048	2.46	160,872			YES	
D.1.4.8.1	<i>This data not applicable after 5-1-2001; see D.1.4.7.1</i>							<i>This data not applicable after 5-1-2001; see D.1.4.7.1</i>						
D.1.4.8.2	<i>This data not applicable after 5-1-2001; see D.1.4.7.2</i>							<i>This data not applicable after 5-1-2001; see D.1.4.7.2</i>						
D.1.4.9.1	<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>							<i>This data not applicable after 7-1-2001; see D.1.4.7.1</i>						
D.1.4.9.2	<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>							<i>This data not applicable after 7-1-2001; see D.1.4.7.2</i>						
D.2.1	100.00%					YES	100.00%						YES	
D.2.2.1		100.00%				YES			100.00%				YES	
D.2.2.2		99.98%				YES			99.52%				YES	
D.2.3.1		99.99%				YES			99.98%				YES	
D.2.3.2		100.00%				YES			99.97%				YES	
D.2.3.3		100.00%				YES			100.00%				YES	
D.2.3.4		100.00%				YES			99.96%				YES	
D.2.3.5		100.00%				YES			100.00%				YES	
D.2.3.6		100.00%				YES			100.00%				YES	
D.2.3.7		99.99%				YES			99.98%				YES	
D.2.4.1	95.48%	1,438,663	94.86%	92,121		0.00071	8.8276	NO	95.01%	1,700,672	94.31%	104,309	10.1579	NO
D.2.4.2	9.96%	40,891	9.48%	770		0.01089	0.4385	YES	8.98%	50,353	9.84%	874	-0.8830	YES
D.2.4.3	5.98%	31,830	14.51%	38,390		0.00180	-47.4622	YES	5.48%	34,853	17.14%	40,374	-70.0169	YES
D.2.4.4	99.68%	1,438,646	97.90%	93,350		0.00019	92.8188	NO	99.61%	1,700,641	98.08%	105,666	77.3774	NO
D.2.4.5	98.42%	1,044,460	93.57%	53,540		0.00055	87.7760	NO	98.15%	1,240,024	94.12%	61,378	72.4764	NO
D.2.4.6	99.77%	104,122	98.88%	5,180		0.00068	13.1916	NO	99.67%	119,274	99.52%	5,860	1.9612	NO
D.2.4.7	29.95%	6,534	24.78%	464		0.02201	2.3478	NO	29.62%	7,599	28.03%	585	0.8106	YES
D.2.4.8	51.15%	4,645	49.33%	75		0.05818	0.3125	YES	43.13%	6,611	35.00%	100	1.6283	YES
D.2.4.9	20.18%	69,102	31.36%	5,721		0.00552	-20.2443	YES	18.54%	76,137	23.02%	5,448	-8.2149	YES
D.2.4.10	99.82%	214,410	99.88%	14,791		0.00036	-1.5089	YES	99.73%	249,254	99.74%	16,278	-0.3229	YES
D.2.4.11	68.95%	57,955	67.62%	3,447		0.00811	1.6325	YES	72.73%	69,645	71.22%	3,912	2.0683	NO
D.2.5.1	98.87%	1,438,663	99.23%	92,121		0.00036	-9.9247	YES	98.75%	1,700,672	99.14%	104,309	-10.9687	YES
D.2.5.2	79.74%	40,891	85.71%	770		0.01462	-4.0884	YES	80.11%	50,353	85.70%	874	-4.1054	YES
D.2.5.3	84.33%	31,830	92.41%	38,390		0.00276	-29.3310	YES	84.21%	34,853	92.52%	40,374	-31.1732	YES

	November Data						October Data							
	BST Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity	BST Measure	BST Volume	CLEC Measure	CLEC Volume	ZScore	Equity
D.2.5.4	99.81%	1,438,646	99.38%	93,350		0.00015	29.1786	NO	99.79%	1,700,641	99.45%	105,666	22.6894	NO
D.2.5.5	99.86%	1,044,460	96.17%	53,540		0.00017	222.5064	NO	99.82%	1,240,024	96.69%	61,378	176.4999	NO
D.2.5.6	99.91%	104,122	99.75%	5,180		0.00043	3.8011	NO	99.84%	119,274	99.90%	5,860	-1.0275	YES
D.2.5.7	29.95%	6,534	24.78%	464		0.02201	2.3478	NO	29.62%	7,599	28.03%	585	0.8106	YES
D.2.5.8	96.53%	4,645	100.00%	75		0.02129	-1.6279	YES	95.90%	6,611	94.00%	100	0.9515	YES
D.2.5.9	20.18%	69,102	31.36%	5,721		0.00552	-20.2443	YES	18.54%	76,137	23.02%	5,448	-8.2149	YES
D.2.5.10	99.98%	214,410	99.99%	14,791		0.00011	-0.2182	YES	99.97%	249,254	99.97%	16,278	0.2254	YES
D.2.5.11	99.32%	57,955	99.16%	3,447		0.00144	1.1477	YES	99.43%	69,645	99.64%	3,912	-1.6866	YES
D.2.6.1	1.13%	1,438,663	0.77%	92,121		0.00036	9.9247	YES	1.25%	1,700,672	0.86%	104,309	10.9687	YES
D.2.6.2	20.26%	40,891	14.29%	770		0.01462	4.0884	YES	19.89%	50,353	14.30%	874	4.1054	YES
D.2.6.3	15.67%	31,830	7.59%	38,390		0.00276	29.3310	YES	15.79%	34,853	7.48%	40,374	31.1732	YES
D.2.6.4	0.19%	1,438,646	0.62%	93,350		0.00015	-29.1786	NO	0.21%	1,700,641	0.55%	105,666	-22.6894	NO
D.2.6.5	0.14%	1,044,460	3.83%	53,540		0.00017	-222.5064	NO	0.18%	1,240,024	3.31%	61,378	-176.4999	NO
D.2.6.6	0.09%	104,122	0.25%	5,180		0.00043	3.8011	NO	0.16%	119,274	0.10%	5,860	-1.0275	YES
D.2.6.7	70.05%	6,534	75.22%	464		0.02201	-2.3478	NO	70.38%	7,599	71.97%	585	-0.8106	YES
D.2.6.8	3.47%	4,645	0.0%	75		0.02129	1.6279	YES	4.10%	6,611	6.00%	100	-0.9515	YES
D.2.6.9	79.82%	69,102	68.64%	5,721		0.00552	-20.2443	YES	81.46%	76,137	76.98%	5,448	-8.2149	YES
D.2.6.10	0.02%	214,410	0.01%	14,791		0.00011	0.2182	YES	0.03%	249,254	0.03%	16,278	-0.2254	YES
D.2.6.11	0.68%	57,955	0.84%	3,447		0.00144	-1.1477	YES	0.57%	69,645	0.36%	3,912	1.6866	YES

## **BellSouth Monthly Performance Summary**

**Louisiana, February 2002 - October 2007**

**BellSouth Monthly Performance Summary**  
**Louisiana, February 2002 - October 2007**

Benchmark / Analog	February Data				January Data			
	BST Volume	BST Measure	CLEC Volume	CLEC Measure	BST Volume	BST Measure	CLEC Volume	CLEC Measure
Average Response Time								
C1.1	Initial LA (Customer Only)	< 30 days						
C1.2	Initial LA (Customer Only)	< 30 days						
C1.3	Initial LA (Customer Only)	< 30 days						
Average Response Time								
C2.1	Voice Calls LA (Customer Only)	< 50 days						
C2.2	Voice Calls CLECs LA (Customer Only)	< 50 days						
C2.3	Voice Calls CLECs LA (Customer Only)	< 50 days						
C2.4	Voice Calls Customer LA (Customer Only)	< 50 days						
C2.5	Voice Calls Customer LA (Customer Only)	< 50 days						
C2.6	Voice Calls Customer LA (Customer Only)	< 50 days						
C2.7	Voice Calls Customer LA (Customer Only)	< 50 days						
% Due Dates Met								
C1.1	Initial LA (%)	< 5% missed						
C1.2	Initial LA (%)	< 5% missed						
C1.3	Initial LA (%)	< 5% missed						
C2.1	Voice Calls LA (%)	< 5% missed						
C2.2	Voice Calls CLECs LA (%)	< 5% missed						
C2.3	Voice Calls CLECs LA (%)	< 5% missed						
C2.4	Voice Calls Customer LA (%)	< 5% missed						
C2.5	Voice Calls Customer LA (%)	< 5% missed						
C2.6	Voice Calls Customer LA (%)	< 5% missed						
C2.7	Voice Calls Customer LA (%)	< 5% missed						

Measure	December Data						November Data						October Data										
	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity	BST Volume	BST Measure	CLEC Volume	CLEC Measure	ZScore	Equity	
E1.1.1					8	2							7	1								YES	
E1.1.2			7	13				YES			6	16				YES			7	7	7	YES	
E1.1.3																						YES	
E1.2.1																							
E1.2.2																							
E1.2.3																							
E1.2.4																							
E1.2.5																							
E1.2.6																							
E1.2.7			2	1				YES			34	3				YES							
E1.3.1																							
E1.3.2			0.00%	1				YES			0.00%	5				YES							
E1.3.3																							

**BellSouth Monthly Performance Summary**  
**Louisiana, February 2002 - October 2001**

Category / Item / Description	February Data						January Data					
	Best			CIEC			Best			CIEC		
	Measure	Volume	Measure	Volume	Deviation	Error	Measure	Volume	Measure	Volume	Deviation	Error
F-1.1 Flow Through Service Requests												
F-1.1.1 Summarized Requests	Diagnostic	96.15%	269,454	Diagnostic	77.26%	327,485	Diagnostic	97.26%	327,485	Diagnostic	97.26%	327,485
F-1.1.2 Assigned Requests	Diagnostic	96.15%	269,454	Diagnostic	97.17%	185,710	Diagnostic	98.56%	212,696	Diagnostic	97.17%	185,710
F-1.1.3 Pending Requests	Diagnostic	> 85%	185,710	Diagnostic	> 85%	5,940	Diagnostic	97.55%	10,961	Diagnostic	97.55%	10,961
F-1.1.4 In Progress	Diagnostic	> 85%	5,940	Diagnostic	> 85%	91,985	Diagnostic	98.56%	10,961	Diagnostic	98.56%	10,961
F-1.1.5 % Flow Through Service Requests - Achieved												
F-1.2.1 Summary Requests	Diagnostic	76.55%	322,831	Diagnostic	78.25%	365,034	Diagnostic	78.25%	365,034	Diagnostic	78.25%	365,034
F-1.2.2 Assigned Requests	Diagnostic	76.55%	322,831	Diagnostic	79.89%	207,516	Diagnostic	80.42%	223,001	Diagnostic	79.89%	207,516
F-1.2.3 Pending Requests	Diagnostic	> 85%	207,516	Diagnostic	> 85%	5,180	Diagnostic	94.31%	9,461	Diagnostic	94.31%	9,461
F-1.2.4 In Progress	Diagnostic	> 85%	5,180	Diagnostic	> 85%	101,724	Diagnostic	97.55%	12,632	Diagnostic	97.55%	12,632
F-1.2.5 % Flow Through Service Requests - CIEC												
F-1.3.1 Summary Requests	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985
F-1.3.2 Assigned Requests	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985
F-1.3.3 Pending Requests	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985
F-1.3.4 In Progress	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985	Diagnostic	> 85%	91,985
F-1.4 Summary Requests												
F-2.1 Order Status (Retail)												
F-2.1.1 % Complete (%)	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-2.1.2 % Late (Days)	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455
F-2.2 Order Status (B2B)												
F-2.2.1 Order Status (Retail)												
F-2.2.1.1 Order Status (Retail)												
F-2.2.1.2 % Complete (%)	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-2.2.1.3 % Late (Days)	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455
F-2.2.2 Order Status (B2B)												
F-2.2.2.1 Order Status (B2B)												
F-2.2.2.2 % Complete (%)	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-2.2.2.3 % Late (Days)	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455	NO	99.95%	455
F-3.1 Service Inquiry with Firm Order												
F-3.1.1 % Total Firms with UCL/AL/PS	YES	100.00%	27	YES	100.00%	26	YES	100.00%	26	YES	100.00%	26
F-3.1.2 Total Inquiries Transferred	YES	> 90%	W in 5 bus days	YES	> 90%	W in 5 bus days	YES	> 90%	W in 5 bus days	YES	> 90%	W in 5 bus days
F-4.1 General - Ordering												
F-4.1.1 Average Spacing of Orders												
F-4.1.1.1 % Opened	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.2 % Transferred	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.3 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.4 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.5 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.6 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.7 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.8 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.9 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.10 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.11 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.12 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.13 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.14 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.15 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.16 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.17 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.18 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.19 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.20 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.21 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.22 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.23 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.24 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.25 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.26 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.27 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.28 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.29 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.30 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.31 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.32 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.33 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.34 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.35 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.36 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.37 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.38 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.39 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.40 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.41 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.42 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.43 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.44 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.45 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.46 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.47 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.48 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.49 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.50 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.51 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.52 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.53 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.54 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.55 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.56 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.57 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.58 % Answered in 10 seconds	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1	NO	33.33%	1
F-4.1.1.59 Average Answer Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.60 Average Response Time	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.61 Average Spacing to Answer	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1	YES	100.00%	1
F-4.1.1.62 % Answered in 30 seconds	YES	100.00%	1	YES	100.00%	1	YES	100.00%</				

BST Measure	December Data							November Data							October Data							
	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	CLEC Measure	CLEC Volume	Standard Deviation	Standard Error	ZScore		
F 1.1.1	57,005	260,095					Diagnostic	80,31%	272,069					Diagnostic	85,49%	280,922					Diagnostic	
F 1.1.2	57,005	260,095					Diagnostic	80,31%	272,069					Diagnostic	85,49%	280,922					Diagnostic	
F 1.1.3	59,405	17,441					NO	80,40%	189,172					NO	80,40%	200,100					Diagnostic	
F 1.1.4	7,405	5,295					NO	75,19%	6,402					NO	70,77%	7,075					NO	
F 1.1.5	82,875	62,985					NO	78,89%	77,115					NO	78,42%	77,152					NO	
F 1.2.1	76,295	288,610					Diagnostic	76,67%	300,989					Diagnostic	75,89%	327,739					Diagnostic	
F 1.2.2	76,295	288,610					Diagnostic	76,67%	300,989					Diagnostic	75,89%	327,739					Diagnostic	
F 1.2.3	61,425	188,435					Diagnostic	82,07%	206,048					Diagnostic	82,01%	229,085					Diagnostic	
F 1.2.4	52,525	7,474					Diagnostic	53,28%	9,037					Diagnostic	48,45%	11,224					Diagnostic	
F 1.2.5	68,105	9,180					Diagnostic	86,84%	9,180					Diagnostic	92,82%	9,180					Diagnostic	
F 1.3.1	67,925	8,932					YES	81,2%	10,960					YES	89,9%	57,95					YES	
F 1.3.2	67,925	8,932					YES	81,2%	10,960					YES	89,9%	57,95					YES	
F 1.3.3							Diagnostic						Diagnostic							Diagnostic		
F 1.3.4							Diagnostic						Diagnostic							Diagnostic		
F 2.1	180,005	1					YES								50,00%	1	2				NO	
F 2.2	99,455	182					YES									100,00%	332				YES	
F 3.1.1	92,005	28					NO									98,99%	55				YES	
F 3.1.2	102,005	1					YES									100,00%	1				YES	
F 4.1	218,82	57,19,466	33,82	31,450			YES	174,36	52,25,046	27,24				YES	148,88	7,044,446	1	20,48	45,85		YES	
F 5.1	55,31	1,890,122	25,67	74,389			YES	37,42	1,800,963	24,23	77,177			YES	1	42,30	2,290,972	28,96	90,238		YES	
F 6.1							5,23							5,20							PBD	
F 6.2							PBD							PBD							PBD	
F 7.1							5,59							4,28							PBD	
F 7.2							PBD							PBD							PBD	
F 8.1							1,42	1,256						PBD							PBD	
F 8.2							57,15%	195,978						PBD							PBD	
F 8.3							100,00%	1,595						PBD							PBD	
F 9.1	99,95%	4,200	100,00%	17,836			0,00037	-1,2724	YES	90,41%	5,410	100,00%	18,003		0,00118	-4,9742	YES	98,81%	5,319	100,00%	19,320	-2,31028
F 9.2	99,24%	28,986	98,90%	280,438,977			0,00051	6,9895	NO	98,95%	31,341	98,37%	270,742,237		0,00059	8,1930	NO	98,72%	34,956	98,30%	288,23,354	-10,1533
F 9.3	99,80%	28,896	98,70%	280,438,977			0,00028	4,155	NO	98,85%	31,341	99,54%	270,743,237		0,00022	14,5942	NO	98,92%	34,958	98,80%	288,23,354	-5,9811

## BellSouth Monthly Performance Summary

Louisiana, February 2002 - October 2001

	Benchmark / Analysis	February Data						January Data												
		BST	BST	CLEC	CLEC	Standard	Standard	Error	ZScore	Freqency	Measure	BST	CLEC	Standard	Standard	Error	ZScore	Equity		
<b>General - Change Management</b>																				
F-10.1	% Software Release Actions Sent On Time									> 65% w/in 30 days		100.00%	1			YES	"90.00%"	2	NO	
F-10.2	Average Software Release Metrics Policy Days									>= 22 days prior to release									YES	
F-10.3	% Change Management Documentation Sent On Time									>= 85% w/in 30 days		0.00%	2			NO			YES	
F-10.4	Change Management Documentation (Policies, Corrections, etc.) Sent On Time									>= 85% w/in 5 days		100.00%	1			YES				
F-10.5	CLEC-SI UATPS									>= 22 days prior to release		100.00%	1			YES				
F-10.6	Change Management Policies Policy Days									>= 22 days prior to release		24	2			YES				
<b>General - Customer Support</b>																				
F-11.1	% CLECs Response To Requests									>= 90% w/in 30 business days										
F-11.2.1	% Customer Problems Within X Business Days									>= 90% w/in 10 business days										
F-11.2.2	BTU-25 Frequency									>= 90% w/in 30 business days										
F-11.2.3	BTU-25 Duration									>= 90% w/in 30 business days										
<b>General - New Business Requests</b>																				
F-12.1	New Business Requests Received Within X Business Days									>= 90% w/in 30 business days										
F-12.2.1	% Customer Problem Within X Business Days									>= 90% w/in 10 business days										
F-12.2.2	BTU-25 Frequency									>= 90% w/in 30 business days										
<b>General - Ordering</b>																				
<b>Automated Payment Processing Timeliness</b>																				
F-12.1.1	C-1 (BTU-25 Reports)									>= 95% w/in 30 min		99.45%	81,061			YES		100.00%	92,008	YES
F-12.1.2	C-1 (BTU-25 Reports)									>= 95% w/in 30 min		100.00%	34,143			YES		100.00%	37,170	YES
<b>Administrative and Billing Correspondence</b>																				
F-12.2.1	C-2 (BTU-25 Reports)									100%		100.00%	34,143			YES		100.00%	92,008	YES
F-12.2.2	C-2 (BTU-25 Reports)									100%		100.00%	34,143			NO		100.00%	37,170	NO
<b>General - Database Updates</b>																				
<b>Average Database Update Interval</b>																				
F-13.1.1	I-1 (BTU-25 Reports)									PBD	0.44	18	0.44	19	PBD	3.40	24	3.40	PBD	
F-13.1.2	I-1 (BTU-25 Reports)									PBD	1.10	2	0.10	2	PBD	0.00	27	0.00	PBD	
F-13.1.3	I-1 (BTU-25 Reports)									PBD	1.32	2	3.00	1	PBD	4.14	27	3.68	PBD	
<b>Customer Account Activity</b>																				
F-13.2.1	I-2 (BTU-25 Reports)										>= 95%									
F-13.2.2	I-2 (BTU-25 Reports)										100.00%		559			YES				
F-13.2.3	I-2 (BTU-25 Reports)										98.00%		559			YES				
F-13.3	I-3 (BTU-25 Reports)										>= 95%		100.00%	27		YES				
<b>General - Network Change Notification</b>																				
F-14.1	New/Temp To Add/Ctg Add/Remove Changes									Priority or Details	0	0	0	0	YES	185	4	185	YES	

BST Measure	December Data						November Data						October Data														
	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity Measure			
	3.42	26,898	2.78	280,496,677	1		YES	3.39	31,341	2.74	270,452,257	1		YES	3.44	34,006	2.94	280,523,354	1		YES	3.44	34,006	2.94	280,523,354	1	
F-9.1	97.50%	\$2,263,753	98.30%	\$415,642	0.00151	-71.2505	YES	98.82%	\$5,950,791	98.08%	\$207,827	0.00176	-46.2000	YES	98.83%	\$6,159,181	97.98%	\$298,312	52,6178	YES							
F-9.2	99.50%	727,118	99.30%	\$22,215			NO		98.40%	596,321	98.40%	\$1,702			NO		91.35%	396,456	99.30%	52,198	YES						
F-9.3																											
F-9.4																											
F-9.5.1																											
F-9.5.2																											
F-9.5.3																											
F-9.6.1	92.04%	\$1,0360,046	98.96%	\$447,597	0.00139	-46.2008	YES	98.77%	\$10,930,512	97.80%	\$206,0459	0.00134	-40.9774	YES	98.72%	\$8,860,271	98.84%	\$247,145	41,7088	YES							
F-9.6.2	98.77%	\$304,746					NO		98.74%	\$225,185					NO		91.12%	\$228,372	52,6172	YES							
F-9.6.3	98.50%	\$302,503																									
F-10.1																											
F-10.2																											
F-10.3																											
F-10.4																											
F-10.5																											
F-10.6																											
F-11.1																											
F-11.2.1																											
F-11.2.2																											
F-11.2.3																											
F-12.1.1																											
F-12.1.2																											
F-12.2.1																											
F-12.2.2																											
F-13.1.1	0.69	21	0.48	21			PBD	1.22	19	1.22	18		PBD	1.42	22	1.42	22	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	
F-13.1.2	0.07	20	0.07	24			PBD	0.06	26	0.08	26		PBD	0.06	27	0.09	27	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	
F-13.1.3	3.10		3.04	24			PBD	3.00	26	2.98	26		PBD	3.06	27	3.02	27	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	PBD	
F-13.2.1																											
F-13.2.2																											
F-13.2.3																											
F-13.3																											
F-14.1	0	0	0	0			YES	0	0	0	0		YES	0	0	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0			YES	0	0	0	0		YES	1	2	1	2	1	2	1	2	1	2	1	2	1	

**BellSouth Monthly Performance Summary**  
Georgia, February 2002 - October 2001

Results - Ordering	Benchmark / Analog	February Data						January Data									
		BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity Measure	BST Volume	BST Measure	CLEC Volume	CLEC Measure	Standard Deviation	Standard Error	ZScore	Equity
<b>OC &amp; Related Services Requests - Non-Mechanized</b>																	
A.1.1.1	C.7. Business(GA)(%)		Diagnostic			9.87%	.23.55%		Nonmech.		10.75%		26.22%				Nonmech.
A.1.1.2	C.7. Business(GA)(%)		Diagnostic			18.87%	.56%		Nonmech.		21.83%		69.4				Nonmech.
A.1.1.3	C.7. Business(GA)(%)		Diagnostic			0.07%	1		Nonmech.		0.07%		1				Nonmech.
A.1.1.4	C.7. Communications(%)		Diagnostic						Nonmech.								Nonmech.
A.1.1.5	C.7. Communications(%)		Diagnostic						Nonmech.								Nonmech.
A.1.1.6	C.7. ISDN(GA)(%)		Diagnostic						Nonmech.								Nonmech.
<b>X-Provider Service Requests - Priority Mechanized</b>																	
A.1.2.1	C.7. Business(GA)(%)		Diagnostic			23.40%	.4.04%		Thermach.		24.45%		5.73%				Thermach.
A.1.2.2	C.7. Business(GA)(%)		Diagnostic			54.35%	.32.2		Thermach.		50.11%		4.85				Thermach.
A.1.2.3	C.7. Business(GA)(%)		Diagnostic			102.60%	1		Thermach.		100.00%		1				Thermach.
A.1.2.4	C.7. Communications(%)		Diagnostic						Thermach.		100.00%		1				Thermach.
A.1.2.5	C.7. Communications(%)		Diagnostic						Thermach.								Thermach.
A.1.2.6	C.7. ISDN(GA)(%)		Diagnostic			0.07%	1		Thermach.		25.00%		4				Thermach.
<b>X-Provider Service Requests - Priority Mechanized</b>																	
A.1.3.1	C.7. Business(GA)(%)		Diagnostic			4.15%	.1.02%		Thermach.		41.50%		5.73%				Thermach.
A.1.3.2	C.7. Business(GA)(%)		Diagnostic			52.35%	.32.2		Thermach.		50.11%		4.85				Thermach.
A.1.3.3	C.7. Business(GA)(%)		Diagnostic			102.60%	1		Thermach.		100.00%		1				Thermach.
A.1.3.4	C.7. Communications(%)		Diagnostic						Thermach.								Thermach.
A.1.3.5	C.7. Communications(%)		Diagnostic						Thermach.								Thermach.
A.1.3.6	C.7. ISDN(GA)(%)		Diagnostic						Thermach.								Thermach.
<b>Project Start - Mechanized</b>																	
A.1.4.1	C.8. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.4.2	C.8. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.4.3	C.8. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.4.4	C.8. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.4.5	C.8. ISDN(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.4.6	C.8. ISDN(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
<b>Project Start - Non-Mechanized</b>																	
A.1.5.1	C.9. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.5.2	C.9. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.5.3	C.9. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.5.4	C.9. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.5.5	C.9. Communications(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.5.6	C.9. Communications(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
<b>POC Timeframe - Mechanical</b>																	
A.1.6.1	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.50%		1.94				Thermach.
A.1.6.2	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.15%		1.78				Thermach.
A.1.6.3	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.6.4	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.6.5	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.6.6	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
<b>POC Timeframe - Non-Mechanical</b>																	
A.1.7.1	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.50%		1.94				Thermach.
A.1.7.2	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.15%		1.78				Thermach.
A.1.7.3	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.7.4	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.7.5	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
A.1.7.6	C.10. Business(GA)(%)		Diagnostic			> 85% w/in 10 hrs			Thermach.		82.00%		1.78				Thermach.
<b>Project Start - Priority Mechanized</b>																	
A.1.8.1	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.8.2	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.8.3	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.8.4	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.8.5	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
A.1.8.6	C.11. Business(GA)(%)		Diagnostic			> 97% w/in 1 hr			Thermach.		98.00%		1.13				Thermach.
<b>POC Timeframe - Non-Mechanical</b>																	
A.1.9.1	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		85.77%		2.41				Thermach.
A.1.9.2	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.55%		2.28				Thermach.
A.1.9.3	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.9.4	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.9.5	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.9.6	C.12. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
<b>POC Timeframe - Priority Mechanized</b>																	
A.1.10.1	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		85.77%		2.41				Thermach.
A.1.10.2	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.55%		2.28				Thermach.
A.1.10.3	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.10.4	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.10.5	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
A.1.10.6	C.13. Business(GA)(%)		Diagnostic			> 85% w/in 3 hrs			Thermach.		84.33%		2.28				Thermach.
<b>POC Project Requests Completion - Mechanized</b>																	
A.1.11.1	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.11.2	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.11.3	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.11.4	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.11.5	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.11.6	C.14. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
<b>POC Project Requests Completion - Priority Mechanized</b>																	
A.1.12.1	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.12.2	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.12.3	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.12.4	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.12.5	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.12.6	C.15. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
<b>POC Project Requests Completion - Priority Non-Mechanized</b>																	
A.1.13.1	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.13.2	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.13.3	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.13.4	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.13.5	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13				Thermach.
A.1.13.6	C.16. Business(GA)(%)		Diagnostic			> 95%			Thermach.		100.00%		1.13	</td			